



FAA Intercom

Holiday Message from Jane Garvey

As 1999 ebbs away and we begin a new millennium, the tendency to reflect back and look ahead is stronger than usual at this time of year. We have all been inundated with lists of the most important people and events over the past century or millennium, as well as predictions of what the future holds in store for us.

Certainly, aviation was one of the most important achievements of the 20th century and would also make many lists of major millennial achievements. It's amazing to reflect on how far aviation has come in less than 100 years.



We must never forget that the FAA and its predecessor agencies have been a major factor in aviation's success. It has helped make the United States the unquestioned leader in aviation around the globe and a major factor in the global economy.

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Cooperation Creates New Solutions to Old Issues

The FAA plans to rely heavily on the expertise and experience of controllers to manage day-to-day operations at air traffic control facilities in the future. Towards this and other goals spelled out in the agency's historic contract with the National Air Traffic Controllers Association (NATCA), the FAA is collaborating with union representatives in a number of work groups to finalize details of the transition.

Bill Peacock, the FAA's co-lead of the implementation workgroups for the NATCA collective bargaining agreement, believes that by turning over some administrative functions once handled by FAA staff, the agency will benefit from controllers' front-line knowledge of day-to-day operations. "Controllers are a tremendous resource for us," said Peacock. "We should involve them more in the process."

Phil Barbarello, NATCA representative for the New York Terminal Radar Approach Control facility, agreed, saying that controllers represent a well-educated workforce that is "eager to get involved and expand their horizons."

The development of self-directed work teams comprised of operational supervisors and controllers (and perhaps

other air traffic members, such as quality assurance personnel and air traffic coordinators) is another step being taken to increase controllers' participation in the system they've helped make the safest in the world. These groups will take an overview of their facilities by focusing on issues concerning safety, efficiency,

technological innovation and customer

service. They essentially will claim ownership of their facility's performance. Barbarello

believes controllers can contribute in any number of

ways, providing insight on

technical, administrative and procedural issues.

It's a significant change from traditional labor relations, Peacock admits, but he's confident that controllers will embrace the chance for increased involvement in the system.

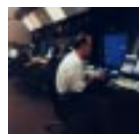
Assumption of some staff responsibilities by controllers also meets the agency's goal of doing more with less, a necessity in today's financial climate. And increased controller involvement in their daily work lives will help them expand their outlook to include facility goals.

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In This Issue:

Read about Employee Recognition Day, the latest on Core Compensation, Jane Garvey's Oprah experience, the farewell thoughts of a United pilot, and much more!



Page 2. DSR makes it to Indianapolis.



Pages 8. Getting the drop on crash test dummies.



Pages 11. View the FAA menagerie.



Page 14. Remembering a fallen co-worker.



News in Brief

Don't Double Dip with Employee Express

Employees who use Employee Express to make changes to their benefits information should remember to submit the change only once. They can enter the change in Employee Express or submit a paper form to their servicing Human Resource office, but should not do both.



Employees who wish to correct a change they've made in Employee Express must make the correction through Employee Express. Likewise, those who wish to change a paper request must use a paper form.

Employee Express saves time and paper. Changes can be made 24 hours a day, seven days a week by visiting the Web site at www.employeeexpress.gov, or by dialing (912) 757-3084 or 1-800-827-6289; TDD (912) 757-3117 or 1-888-880-0412.

FAA, NASA to Share Information

The FAA and NASA plan to collaborate on research and development efforts pertaining to Reusable Launch Vehicles (RLV).

The agencies recently signed the first-ever Memorandum of Understanding concerning the future of space transportation research activities. They will share information on RLV system development, technology, maintenance and operations; launch and reentry site infrastructure and integration into the National Airspace System; training and

health requirements for future crew and passengers; and the environmental effects of space transportation systems.

"This is an exciting time for commercial space transportation and we are eager to work with NASA to develop a mutually beneficial research program to further the needs of the commercial space launch industry," said Patricia Grace Smith, associate administrator for Commercial Space Transportation.

The FAA already has formed working councils and integrated product teams with the Offices of Air Traffic Services and Regulation and Certification to support RLV development.

Colombia, Malta Rated Category I

The FAA rated Colombia and Malta Category I, meaning they are in compliance with international safety standards set by the International Civil Aviation Organization (ICAO).

During the FAA's original round of assessments between 1993 and 1994, Colombia was found to comply with ICAO standards. However, in November 1995 a reassessment revealed it did not comply.

In 1997, the FAA said Malta was rated Category III. It becomes one of only two countries to move from Category III to Category I. The other is Ghana.

The assessments determine whether countries have aviation authorities in place that can ensure that operational and safety procedures are maintained by their air carriers.

Indianapolis Gets DSR

The FAA accepted early ownership of a Display System Replacement (DSR) at the Indianapolis Air Route Traffic Control Center (ARTCC). The ARTCC is the 20th and final En Route facility scheduled to be modernized with the new DSR equipment.

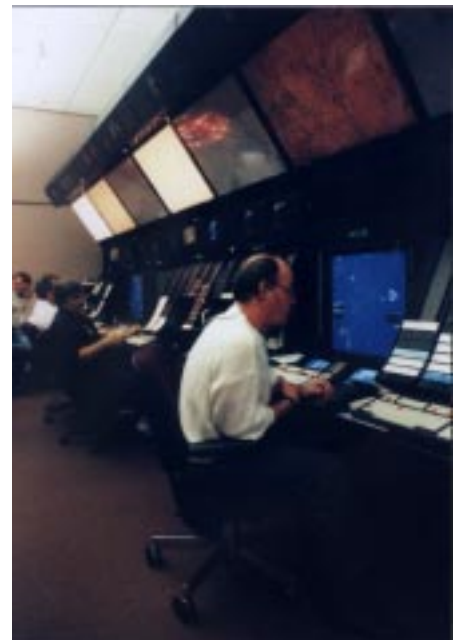
The next step at Indianapolis is hands-on training of air traffic personnel using simulations, and then transition to operations.

DSR is the cornerstone of the agency's en route traffic modernization efforts. It provides the FAA with the ability to incorporate future improvements, such as advanced weather and controller tools, to enable free flight.

Fair Warning

The Department of Transportation is again reminding air travelers going to the Super Bowl and college football bowl games that an operator marketing an air package that includes game tickets must have the tickets in hand or have a written contract for the tickets before advertising the tour.

If a game ticket is not specifically mentioned in advertisements or listed as a tour feature, the ticket is probably not



The Indianapolis ARTCC is the latest facility to receive the Display System Replacement.



included, the department cautioned.

In December 1994, the department extended existing rules covering Super Bowl tours to all air tours organized for a wide variety of purposes. The new rule came on the heels of the 1994 Rose Bowl when many University of Wisconsin fans learned that their air tour packages either did not include promised game tickets or found out they would have to pay hundreds of additional dollars to receive the tickets.

Regulations state that if a tour operator receives a booking for which no ticket is available or no firm contract for a ticket exists, the payment must be returned to the consumer within three days. In addition, if the price of the tour increases by more than 10 percent, the consumer may cancel and receive a full refund. The price of the tour package may not be raised within 10 days of departure, and if a consumer is promised a ticket but does not receive it, the operator must refund the entire price of the tour.

FAA Debuts New Data Link Video

A new FAA videotape about Controller Pilot Data Link Communications premiered at the National Business Aviation Association's annual conference in Atlanta, Ga.

More than 2,000 copies of the 20-minute production — entitled "Controller Pilot Data Link . . . New Technology for Business Aviation" — were distributed to attendees.

The videotape was produced by a partnership of 16 prominent members of the business aviation community, unions, and the FAA. It presents interviews with a wide range of pilots, corporate flight managers, business owners, air traffic controllers and other aviation organizations. Data Link applications are discussed, along with the problems driving current needs for increased capacity and quality of controller-pilot communications.



NBAA President Jack Olcott (right) joins FAA Administrator Jane Garvey as she receives the latest Data Link video from Jim Williams from the Office of Communication, Navigation, and Surveillance Systems.

The videotape is the third in a series dedicated to focusing attention on Data Link Communications and the many important ways it will benefit aviation by alleviating the critical problem of radio frequency congestion.

The first videotape was oriented toward air traffic controllers; the second was targeted at airline pilots and their management. To obtain copies of the videotapes or other information regarding Data Link, visit the Aeronautical Data Link Web site at: <http://adl.faa.gov>.

Airline Complaints Near Record Level

Consumers filed 3,161 complaints regarding airline service in September, the most complaints for a single month since 3,610 were filed in January 1988. The September figure was 35 percent more than the August 1999 total of 2,347 and more than three times the 1,026 tallied in September 1998, according to statistics in the Air Travel Consumer Report issued monthly by the U.S. Department of Transportation.

The number of complaints rose despite the fact that the 10 largest U.S. carriers posted a 79.3 percent on-time arrival record in September, better than August's 76.1 percent mark and July's 71.1 percent.

Carriers also seemed to have a better handle on luggage, reporting a mishandled baggage rate of 3.99 reports per 1,000 passengers in September, an improvement over the August rate of 4.94 and better than the September 1998 rate of 4.41.



Keeping your seatbelt fastened keeps your holiday safer.



People

Rivers to Retire

Stan Rivers, director of the Airway Facilities Service, plans to retire at the end of this year. He was named director in October 1996 after having served as acting director since June 1996 and deputy director since December 1994.



Stan Rivers

Rivers began his FAA career in 1970 as an electronics engineer in the Great Lakes Region. He became manager of the New England Region Airway Facilities Division in 1984 and manager of the Great Lakes Region Airports Division in 1987.

In 1989, Rivers was selected as deputy regional administrator for the FAA Central Region, and became regional administrator in 1991.

FAA Appoints New National Resource Specialist

The FAA has appointed Leanna K. Rierson as the national resource specialist for leading-edge aircraft computerization and certification issues.

In her role as the chief scientific and



Leanna K. Rierson

technical advisor for aircraft computer software, Rierson will lead a number of national and international software activities.

She is leading the software team comprised of representatives from international aviation authorities and is on the executive committee of the international software committee, which is part of RTCA, the U.S. standard-setting body, and its European counterpart, EUROCAE.

Additionally, she leads the FAA's program for streamlining the certification process for aircraft software and the Flight Critical Digital Systems Research Team.

Rierson has more than 10 years experience in software development, including four as a lead avionics engineer on business jets at Cessna Aircraft. She joined the FAA in 1995 as an avionics software engineering specialist in the Aircraft Certification Office in Wichita, Kan.

Brazil Honors FAA Employee

Santiago Garcia, senior representative for Latin America and the Caribbean, received the Santos Dumont Medal Merito from the Brazilian Embassy during a ceremony on Oct. 26.

This medal is rarely given to civilians, and more rarely to foreign civilians. It

recognizes many years of ambassadorial and technical work that the FAA and Garcia have provided the Brazilian Civil Aviation Authority, including advice on airport issues, air traffic control, flight standards and security. He also provided assistance during the certification process of the Embraer 145, a Brazilian-made aircraft.

Garcia has been the senior FAA representative to Brazil and five other South American countries since 1991. He has worked at the FAA since 1969, when he started his career as an air traffic controller. He also has served as national vice president for the National Hispanic Coalition for Federal Aviation Employees.

Garcia said the award is a reflection of the hard work done by all the members of the Latin America and Caribbean office, and accepted it on their behalf.

Present at the ceremony were Marie Therese Dominguez, deputy Chief of Staff and Counsel; Archie Archilla, director of the International Area Office for Latin America/Caribbean; Pat McNall, acting deputy assistant administrator for Policy, Planning, and International Aviation; and Joan Bauerlein, director of the Office of International Aviation.



Santiago Garcia receives an award from the Brazilian government for his aviation work. Present at the ceremony were (from left) Dominguez, Archilla, McNall, Leyda, Garcia's wife, Garcia, and Bauerlein.



Core Compensation: Understanding the Organizational Success Increase

Employees have two ways to make more money within their pay band: the Organizational Success Increase (OSI) and the Superior Contribution Increase (SCI). These pay increases are available annually. This article discusses the OSI, an annual increase to base pay that all eligible employees earn when the FAA meets its performance goals.

What are the FAA's performance goals?

Each year the agency will set OSI performance goals that are linked to critical organizational objectives, such as the FAA Strategic Plan and agency performance plans. The goals for Fiscal Year 2000 are now being prepared. They will be in place and widely communicated prior to the April 2000 implementation of the Core Compensation Plan.

How and when will the FAA assess its performance against these goals?

At the end of each fiscal year, the

administrator will assess the agency's performance against the OSI goals. This assessment will determine the actual percent pay increase for eligible employees. The first OSI assessment will occur in September 2000.

How big will the pay increase be?

The amount of the pay increase will vary from year to year. However, the OSI pay increase will be higher than the general increase other federal employees receive, assuming that the FAA meets its performance goals. This is because the OSI/SCI budget will include funds the agency previously spent on the general increase, within-grade increases, and quality step increases. The majority of those funds will be used to pay the OSI.

Who's eligible for the OSI?

Virtually all employees covered by the Core Compensation Plan are eligible. To be eligible for the OSI, employees must have:

- ♦ met minimum performance requirements (i.e., a performance rating that "meets expectations");
- ♦ not received a disciplinary action for suspension, demotion for conduct or performance, or removal; and
- ♦ at least 90 days of continuous service under the Core Plan immediately prior to the end of the fiscal year.

When will the pay increase be effective?

The OSI pay increase will be effective in December/January following the OSI assessment. The first payout of the OSI will occur in December 2000/January 2001 for the agency's Fiscal Year 2000 performance.

More than 100 other questions and answers concerning Core Compensation can be found on the Core Compensation Web site at <http://www.faa.gov/corecomp/>.

Season's Greetings from the Administrator

One of the things I have observed since coming to the agency over two years ago is a sense of this proud tradition. What this agency does matters. The countless decisions, large and small, that you make every day affect the lives of hundreds of thousands of people. As I have told you many times before, I have a deep appreciation and pride in how well the FAA carries out its fundamental responsibilities.

Since its beginnings in 1926 as a small bureau in the Department of Commerce, the FAA has been through a number of major transitions in an effort to adapt to changing times, new technology, and evolving needs of the industry it serves. The record shows we

have always come through these times stronger and better able to meet the challenges.

Today, we are again going through one of these major transitions, perhaps unprecedented in the history of the agency, because of the convergence of forces that require us to change on so many fronts at once — from technology to the fundamental way we conduct our business. Like all previous major changes, it is not easy. Yet, I am confident that the agency will meet these challenging times with the same kind of professionalism and commitment as it did in the past.

As we approach the holiday season, I hope that you take time out with your family and friends, for we must never forget that

they are who matter most in our lives. May you all have a happy and safe holiday season and come back refreshed in body and spirit to face the challenges that await us in the new year and the new century. I look forward to working with you and I extend to each and every one of you warmest best wishes for the new year.



Thanks for the Memories

Robert S. Helfferich, a Boeing 777 captain for United Airlines, sent the following letter to the tower chief at Chicago O'Hare International Airport. It is reprinted here in full. The letter speaks for itself.

Sir:

It is 0500 CDT, and time to express in writing what emotions would not allow upon arrival yesterday afternoon at the conclusion of my 34+ year career flying out of O'Hare.

I was the captain on United 943, CDG-ORD, October 10, 1999, and it was my final flight for United Airlines prior to FAA-mandated retirement this month. Though I live in Wisconsin, I have been an O'Hare pilot my entire flying career, with the exception of my active duty military flying.



You, at my "hometown airport," have helped make my career not only interesting and rewarding, but have been very largely responsible for keeping my passengers, my crew and myself safe over the years. To say that it's been a pleasure is an understatement.

Where most captains tend to fly the leg going "outta town," I have tended to give my co-pilots the choice of whether to start

the trip or finish. Since most of them seem to end up with the homebound leg, they usually take the departure leg when able. This has always been great to me, because it enabled me to fly the leg with the real "pros" doing the work.

Thanks for making my job an easy one. Thanks for keeping things moving and being pragmatic when the weather was good. Thanks for keeping it strictly "by the book" when the weather was in the toilet; and thanks for leading me by the hand when I needed it.

When people ask me what I think about airport safety, I state that there is "everywhere else in the world," and then there is O'Hare. You are truly in a class by yourselves.

My sincere "thanks" for a job well done; and please keep up the good work, as I'll still be in the "back of the bus" in the years to come. Have a little pity on the old guy in Cessna 34133 when he comes around the TCA and isn't too familiar with the VFR procedures. I'd much rather be doing it IFR in my airliner, but "it ain't gonna happen, ever again."

God bless all, and take care of the new guys.

Sincerely,

Robert S. Helfferich
B-777 Captain (Retired)
United Airlines ORDFO

Jane Garvey Visits with Oprah

Administrator Jane Garvey went Hollywood on Nov. 29 when she appeared on the nationally-syndicated Oprah Winfrey Show. Well, actually the show was taped in Chicago, Ill., but that doesn't mean the administrator wasn't a star.

The theme of the show was Y2K and the administrator reassured viewers that the nation's skies will be safe when the calendar rolls over into the new year.

Garvey explained that the agency had examined more than 600 of its systems and checked 565 of the largest U.S. airports to make sure they were Y2K-compliant.

When CNN correspondent Wolf Blitzer — who shared the stage with the administrator and Winfrey — pressed her on whether some of the smaller airports would be Y2K-ready, Garvey replied that she was confident they would all be compliant by the end of the year. She then plugged the agency's Web site as a location to find out more information concerning airport preparation (www.fly2k.dot.gov).

Blitzer later said that with all of the reporting he's done on the Y2K issue, he's convinced "it's very safe to fly in the United States."

Garvey also mentioned work the agency has done internationally with countries such as France, Canada, Japan and the United Kingdom, expressing confidence in their Y2K preparedness.



Looking FAR Back into the Past

As the world glides into the new millennium, the *FAA Intercom* takes a look back at the beginning of aviation and the rules governing it. Following are original federal aviation regulations (FARs) published by the United States Air Service in 1920.

1. Don't take the machine into the air unless you are satisfied it will fly.
2. Never leave the ground with the motor leaking.
3. Don't turn sharply when taxiing. Instead of turning short, have someone lift the tail around.
4. Never get out of a machine with the motor running until the pilot relieving you can reach the engine controls.
5. Pilots should carry hankies in a handy position to wipe off goggles.
6. Riding on the steps, wings, or tail of a machine is prohibited.
7. In case the engine fails on takeoff, land straight ahead regardless of obstacles.
8. No machine must taxi faster than a man can walk.
9. Do not trust altitude instruments.
10. If you see another machine near you, get out of its way.
11. Before you begin a landing glide, see that no machines are under you.
12. Hedgehopping will not be tolerated.
13. No spins on back or tail slides will be indulged in as they unnecessarily strain the machine.
14. Pilots will not wear spurs while flying.
15. If emergency occurs while flying, land as soon as you can.



A Buhl-Verville Airster CA-3, circa 1926.

FAA, NATCA Workgroups Join in Cooperative Effort

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FAA and NATCA representatives are working together to help with transition into the new union contract. This working group is led by Bill Peacock (center, standing) and Phil Barbarello (standing, third from right).

Administrative training programs already are available, and controllers should start training before the end of the year.

Problem Solving . . .

The agency also has worked with NATCA to encourage the resolution of union grievances at the facilities level, and speed up the resolution of disputes that reach the arbitration stage.

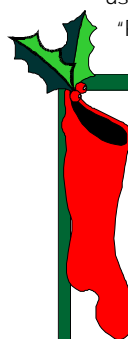
The agency is in the process of resolving a backlog of grievances. Peacock explained that pending arbitration and grievances not resolved at the third level often are harder to resolve because negotiators are farther removed from the facilities and the environment in which the grievances occurred. Agency and NATCA representatives have developed new procedures that should encourage resolution of grievances earlier in the process. They are being tested at selected facilities.

Accelerating the arbitration process, the last stop for a grievance that has not been resolved, is the focus of another working group. The current arbitration process has proved too unwieldy and

costly, so a new process has been developed and is being tested in the Northwest Mountain and Southern regions.

The new collective bargaining agreement has a lot to do with the change in negotiating postures on the part of NATCA and the agency, Barbarello said. Administrator Garvey and NATCA President Mike McNally "are probably the biggest reason for this," he noted. "They clearly want to take us in a different direction," he said.

"People are ready and willing to go."



Season's Greetings

**From the
staff of the
FAA
Intercom.**



Around the FAA

AAL



Alaska Airport Improvement Grants Tallied

The FAA's Alaskan Region Airports Division issued \$79 million in Airport Improvement Program (AIP) grants for fiscal year 1999. More than half of the AIP funding received this fiscal year went to general aviation and small commercial service airports. Sixty-seven percent of this funding was provided to improve airports with runways less than 3,000 feet in length.

Anchorage International Airport received 14 percent of this year's AIP funds, including 25 percent of the discretionary funding. Improvements at Part 139 certificated airports totaled 35 percent of the total funding for this fiscal year.

Anchorage International received \$10.7 million to rehabilitate a runway, expand the cargo apron, acquire security equipment and improve runway safety area.

Nome received \$3.6 million to renovate a runway.

Manager Carla Grant and Mike Robinson participated in the event, a White House-sponsored nationwide campaign to bring citizens and local businesses together with government leaders to discuss Year 2000 readiness.

ACT



Getting the Drop on Fuel Tank Safety

The Crashworthiness Program at the William J. Hughes Technical Center conducted a drop test of a 10-foot-long narrow body fuselage with a 500-gallon conformable auxiliary fuel tank installed in the cargo department.

The objective of the test was to evaluate the structural integrity of the tank, how well it contained its fuel, and its effect on the cabin floor above it when the section was subjected to a severe but survivable impact.

The testing addresses part of the requirements of the Aviation Safety Act of 1988 which, among other things, seeks to decrease the incidence of post-crash, fuel-fed fires.

Data analysis and the final report are expected to take about nine months.

AEA



Meeting the Mark in the New Millennium

Eastern Regional Headquarters recently held its annual teacher's workshop. Titled "Meeting the Mark in the New Millennium," the workshop drew 31 educators.

Presenters included representatives from the Council of Airport Opportunity and Port Authority of New York and New Jersey, and an air traffic controller from the New York Terminal Radar Approach Control facility.

The hands-on portion of the workshop was directed toward junior and high school students, preparing them for the workforce in the new millennium. Applications, forms, social security, resumes, and job advertisements were discussed at great length.

ACE



Executive Listening Session Slated

The third FAA executive listening session was held Dec. 8 in the new Kansas City Regional Office. FAA Chief of Staff Carl Burleson and Ruth Leverenz, assistant administrator for Region and Center Operations, attended to answer questions from employees and managers.

FAA Talks Y2K in Topeka

Two members of the Central Region's Information Management Center represented John Turner in Topeka, Kan., at a Y2K Community Conversation.



A fuel tank drop carried out by the Technical Center is aimed at reducing post-crash fire hazards.



AGL



Hearings Held on Airport Plans

Two public hearings were held in the Cleveland area to collect oral and written comments regarding the proposed development of projects at Cleveland Hopkins International Airport.

The comments will be used in preparation of a final FAA Environmental Impact Statement on the Hopkins projects.



(From left) Hipsher, Olson, Braesch, and Solt represent 135 total years of service to the agency. They are all managers at the Denver ARTCC.

AMC



CAAC Visits Logistics Center

The FAA Logistics Center recently hosted four visitors from the Civil Aviation Administration of China. The Chinese asked to visit the center to see first-hand how it supports customers and to discuss the pro's and con's of centralized support.

Visiting were the director of the Chinese airport construction department, the deputy director of general air traffic management, the assistant manager of aerospace and electronics, and the director of investment.

China has committed to building a modern air traffic system that incorporates an efficient logistics support function.

Additional follow-up visits may be planned.

ANE



Charter Signing

Regional Administrator Dr. Robert S. Bartanowicz signed a charter aimed at establishing a safety-oriented culture within the FAA New England Region.

The charter was negotiated with the Occupational Safety, Health, and Environmental Compliance Committee mandated for all regions and centers by former FAA Administrator David Hinson in 1996.

The committees are a major component of the FAA commitment to provide a safe and healthful workplace for all FAA employees. They provide an open channel of communication between employees and management concerning safety, health, and environmental matters at all FAA workplaces. Employees can use their knowledge of workplace operations to assist management in improving policy, workplace conditions, and work practices.

ANM



Denver ARTCC Recognizes 240 Years of Employee Service

The Denver Air Route Traffic Control Center (ARTCC) recently gave out Length of Service certificates to eight Air Traffic employees representing nearly 2 ½ centuries of service to the agency.

During a ceremony, Acting Air Traffic Manager Paul Infanti handed out certificates and gift clocks to Chuck Nielsen, Keith Tate, Neil Rower, Bill Rayl, Mike Hipsher, Ed Olson, Terry Braesch and Keith Solt.



Around the FAA

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ASO



FAA Employee Honored by State of Florida

Jack Reynolds, assistant manager of the Southern Region's Airports District Office in Orlando, Fla., received an award from the Florida Airport Managers Association, Environmental Committee.

The award was for Reynolds' efforts in working with state regulatory agencies to help reduce the risk of bird strikes and other environmental hazards around airports while balancing the environmental needs of the state.

Reynolds is a 30-year veteran of the FAA.



Withycombe dedicates the new Flight Deck Museum at the 96th anniversary of flight celebration.

AWP



Museum Dedicated at Western-Pacific HQ

The Western-Pacific Region marked the 96th anniversary of flight with the dedication of the Flight Deck Museum at regional headquarters.

Regional Administrator Bill Withycombe hosted the celebration, which included presentation of awards to employees who made the museum a reality, artwork created by the children from the Little Aviators Child Development Center, a ribbon cutting, displays, tours, and refreshments.

The museum houses the only wind tunnel-tested replica of the Wright Brothers Wright Flyer, as well as other aviation-related models and sculptures.



Reynolds (right) receives his award from Noah Lagos, senior director of aviation for Sarasota Bradenton International Airport.

ASW



Air Traffic Service Award Ceremony Held

Air Traffic Manager Jim Gilbert accepted the Air Traffic Service Award on behalf of employees at the Houston George Bush/Intercontinental Tower and Terminal Radar Approach Control (TRACON) facility.

Gary Romero, manager of the Air Traffic Evaluations Branch, presented the award, which marks the third consecutive award the facilities have received for superior evaluations.

Houston George Bush/Intercontinental TRACON and tower were the first major facilities to be evaluated after being placed on the three-year evaluation cycle.



FAA Goes to the Dogs . . . Cats . . . Emus . . .

The Office of the Chief Counsel raised \$900 for the Combined Federal Campaign by sponsoring the second annual Most Adorable Pet photo contest.

In the best tradition of diversity at FAA, entrants ranged from the traditional to the exotic. More than 3,000 ballots were cast in four different categories for dogs, cats, birds, crabs, pigs, turkeys and squirrels.

Photos featured dogs catching Frisbees, nursing puppies, in cribs, driving cars, flying planes and riding motorcycles. There were chatty birds, greedy birds, and big birds. Don't forget cats in washing machines and baskets, kissing ferrets, and with glasses. But no cats kissing ferrets wearing glasses.

Perhaps, the most entertaining entries, and certainly the biggest money raisers, were Cory the turkey and Big Fella the pig.

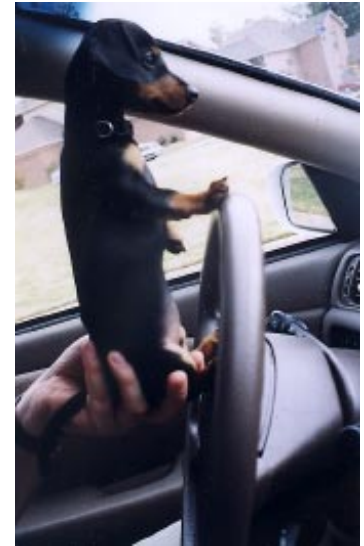
Truly, there was an entry to suit everyone. But there could only be a few winners. They included:



Cutest Pet

Magellan, an African parrot

Owner: Karen Petronis, General Counsel's Office



Funniest Pet

Lady the mini-dachshund

Owner: David Young, Office of Air Traffic Planning and Procedures



Best Photo

Pepper, the Children's Medical Center volunteer dog

Owner: Kim Smith

Most Unusual Pet

Lady the emu

Owner: Jim Rowlette, Plans and Performance Directorate



The proceeds from the contest will go to the Heifer Project International, which provides food- and income-producing animals, community development training, and environmentally sound farming techniques to poor families throughout the world.



Honoring the

FAA employees in general, and a few extraordinary individuals, got an appreciative thumbs-up from Administrator Jane Garvey on Nov. 18, as the agency celebrated Employee Recognition Day.

Eighteen individuals and six teams were recognized for their wide-ranging efforts and personal commitment to the agency and their communities. Their efforts have saved the FAA time and money, made it more efficient and responsive to its customers, and reinforced the good name of the agency through community service and heroic efforts during natural disasters.

Garvey acknowledged the importance of these efforts as more people take to the skies every year. "To do our job in the 21st century will require the caliber of employees who are represented here today," she said.

Joining the administrator in presenting the awards was Glenda Tate, assistant administrator for Human Resource Management.

This year's winners are:



Hunziker, Garvey and Tate share a moment on Employee Recognition Day.

Community Service Award

Linda Nicholas

Headquarters

Made outstanding contributions to a number of organizations, including Big Sisters, Child Abuse Prevention, and the American Red Cross.

Equal Employment Opportunity Award

Alfredia Brooks

Headquarters

Provided leadership for the FAA's Welfare to Work Program, which helped the agency exceed its hiring commitment.

Teresa Farrell

Mike Monroney Aeronautical Center

Managed the center's People with Disabilities program, which has been recognized by the Presidential Committee for Employment of People with Disabilities.

Charles Keegan

Headquarters

Recognized for outstanding achievement in employment of women, minorities, and people with disabilities.

Marci Kenney

Headquarters

During her tenure as division manager in the Office of International Aviation, Kenney provided developmental opportunities for women and minority employees.

Award for Excellence

Janet Atwell

Southern Region

Provided outstanding performance and dedication to the Charlotte Air Traffic Control Tower and West Carolina HUB, making the FAA more efficient and effective.

Kay MacIntosh Daves

Southern Region

Increased the efficiency of administrative services to employees in the Western AFSS HUB through high-quality work.

Karen Geranis

Headquarters

Provided superior service in her role as management assistant with Airway Facilities administrative services.

Mary Beth Henson

Mike Monroney Aeronautical Center

Demonstrated an outstanding work ethic and superior administrative skills, and set an excellent example for others at the Civil Aeromedical Institute.

Nancy Levcsik

Southern Region

Her can-do attitude contributed to customer service, administrative support and community outreach activities at the Tampa (Fla.) Tower.

Gaye Murray

Northwest Mountain Region

Has helped the Logistics Division reach its goal of being a customer-focused service provider.

Meritorious Award

Robert Thomas Chamberlain

William J. Hughes Technical Center

Worked to develop the dry-transfer method as a standard for trace detection of explosives, resulting in the development of a world standard.

Ronnie Uhlenhaker

Southwest Region

Provided leadership in the planning and construction of the new Austin-Bergstrom In-



AA Workforce

International Airport.

Donald Byrne
Headquarters

His work was key to helping the FAA move to a more effective and efficient rulemaking process.

Rosalind Ibrahim
Headquarters

Her work on innovative applications of software engineering has helped the agency improve its computer processes.

Melchor Antuñano
Mike Monroney Aeronautical Center

His efforts have resulted in powerful enhancements in critical aviation and aerospace medicine programs.

Team Awards

Mediator Team
Great Lakes Region

The team's alternative dispute resolution services helped the agency avoid litigation, save time and money, and resolve conflicts.

Y2K Outreach Team
Headquarters

Provided a better understanding here and abroad of the Y2K issue, improved coordination between government and industry, and accelerated information sharing.

DOT Region Ten Intermodal Safety Team
Northwest Mountain Region
Its initiative, outstanding contributions, and exceptional intermodal cooperation has helped to reduce injuries by combining the best injury-prevention practices of each



Jane Garvey (third from right) joins members of the Y2K Outreach Team during the Employee Recognition Day ceremony.

mode.

The National Science and Technology Council Committee on Technology's Transportation Research and Development Subcommittee
Headquarters
Developed balanced and comprehensive research and development strategy, plans, and programs.

DOT Safety Council Working Group
Headquarters
Planned and conducted the first-ever One DOT National Transportation Safety Conference.

Region Six ONE DOT team
Mike Monroney Aeronautical Center
Provided outstanding leadership in addressing the agency's strategic safety goal, helped prevent transportation-related injuries, and achieved the objectives of One

DOT.

Valor Award

Randall Reddin and Roy Stansell, Jr.
Southwest Region
Their valor during tornadoes in Arkansas reflects positively on the agency, the character of FAA employees, and upon themselves.

Volunteer Service Award

Randy Courtney
Headquarters
Given for the time, energy, and compassion he has spent to help less fortunate members of his community.



Airports Office Recognizes Its Own

The Second Annual Airports Awards for Excellence ceremony took place Oct. 27 in the Bessie Coleman Conference Center at Headquarters. Deputy Associate Administrator for Airports Paul Galis hosted the event in which 12 employees and two teams were honored in eight categories.

The awards program promotes peer recognition and emphasizes the unique contributions each individual and team brings to the work place, and the esteem placed on their performance by their colleagues.

All Airports employees except those in the Executive System were eligible to be nominated for their accomplishments during the period spanning June 1, 1998 through May 31, 1999.

This year's program featured two new categories: The "Ellis A. Ohnstad Award for Technical Excellence" was created in memory of the Airports colleague who passed away earlier this year. Members of the Ohnstad family were on hand to receive a special tribute to Ellis and to present the first of the annual awards to its recipient.

The second new award, "The Airports Ally," is a non-monetary award designed to

honor an employee or group outside of the Airports office who provided significant assistance to help the office fulfill its mission. The winners and their awards included:

Management Excellence Award

Honors a management employee considered by coworkers as having displayed excellence in leadership, demonstrated effective communications skills at all levels of the organization, and made substantial contributions to the organization.

Winner: Rick Marinelli, *Headquarters*
 Runner-up: Barbara J. Johnson, *Alaskan Region*

Staff Excellence Award

Honors a staff employee who has demonstrated skill and ability to perform superior staff work.

Winner: Jane Mehrtens, *Headquarters*
 Runner-up: Catherine Zimmerman, *Northwest Mountain Region*

Ellis A. Ohnstad Award for Technical Excellence

Honors an Airports employee as the recognized specialist in his/her field of expertise.

Winner: Rodney N. Joel, *Central Region*
 Runner-up: Sarwar A. Samad, *Western-Pacific Region*

Administrative Excellence Award

Honors an employee in an administrative job function who demonstrated a dedication to excellence.

Winner: Gloria Martinez, *Northwest Mountain Region*
 Runner-up: Judith Bice, *Southern Region*

The Extra Mile Award

Honors an employee who has proved a consummate professional, providing exemplary support to fellow employees and outside organizations in support of Airports' mission.

Winner: Jonathan N. Larson, *Alaskan Region*
 Runner-up: Rodney Clark, *Southwest Region*

Innovator Extraordinaire Award

Honors an employee or group that has provided an innovation or process improvement that is of major significance to the Airports organization.

Winner: James A. Johnson, *Central Region*
 Runner-up: Nancy Watson, *Headquarters*

Team Excellence Award

Honors an Airports self-managed team for its work in assisting the organization in fulfillment of its mission.

Winner: Airports Certification Safety Team, *Southern Region*

Airport Ally Award

Honors an employee or group, not in the Airports line of business, who has provided significant assistance to the organization in accomplishment of the Airports mission.

Winner: Integration Support Platform Team, *Southern Region*



Paul Galis and Ann Ohnstad pose with the award named after her husband, Ellis.



Taking Account



The FAA Intercom continues with its regular series of questions and answers concerning the Accountability Board process. Barbara J. Smith, who assumed her

new role as director of the Accountability Board in October 1999, provided the responses.

What if an employee reports an allegation but does not want his or her supervisor to initiate any action?

Once management becomes aware of an allegation, it has a responsibility to act. This is the case even if an employee wants to make management aware of a problem but doesn't want anything done about it. Management must, at a minimum, conduct an inquiry and, based on the facts, take appropriate action.

However, it must be emphasized that allegations reported to the Board are handled with the utmost sensitivity, and only those individuals with a "need to know" are apprised of the allegations. In cases where it is not necessary to reveal the identity of a complaining party to deal appropriately with the allegation, the employee's identity may be protected.

When should the respondent be notified?

An individual against whom an allegation is made (i.e., the respondent) should be notified as soon as possible after an allegation is made. However, in some unusual cases, it may not be appropriate to notify the respondent at the outset (e.g., where criminal conduct is implied).

Whenever criminal conduct is suspected, it is critical for a manager to consult with his/her Human Resource point of contact and local security office prior to giving notice to the respondent.

Coordination with security is necessary to ensure that any subsequent criminal investigation is not compromised.

What information should be provided to the respondent?

Respondents should be advised of the nature of the allegation against them and at an appropriate time be given an opportunity to respond to that allegation. Refer to FAA Order 1110.125 for specific information to be provided during this session. A form for notification is provided at Appendix 6 of the order.

One of the purposes in notifying respondents is to advise them that misconduct must cease. Accordingly, it is necessary to advise respondents what misconduct is alleged and that an inquiry/investigation will be conducted.

This is a critical point in the process and one that can be highly charged emotionally. A lesson learned from our experience during the first year of the Accountability Board is that, in some cases, supervisors need to be more sensitive in their delivery of notices to respondents and spend more time explaining to them the process and what they should expect.

Human Resource specialists are assigned at every region and center to provide guidance on Board cases. They are a valuable resource and can provide counsel on what information can or cannot be provided to the respondent. The specialist must be consulted on how to handle the notification.

Are there cases in which the respondent should not be provided notice?

Yes. For example, in cases in which the conduct in question appears to be criminal in nature, security officials and the Human Resource specialist must be consulted as to whether such notification should be given, as well as its proper timing. In addition, in cases involving pornography on government computers, where notification could lead to compromising a subsequent investigation, notice should be delayed until security and Human Resources are contacted.

Whose responsibility is it to notify the respondent?

In most cases, the respondent's first-line supervisor is responsible for ensuring that appropriate notification is provided.

Note: The Board welcomes questions about the process. They can be directed to Pat Pointer at (202) 493-4103, or by sending a cc:Mail message to Patricia Pointer @ AWAHR.



Back to Headquarters

Human Resources Selects Employees of the Quarter

Glenda Tate, assistant administrator for Human Resource Management, chose three individuals for recognition as "Employees of the Quarter."

During the 4th quarter, Carolyn Smith, Karen Phillips, and Shirley Watson did their jobs while emphasizing customer satisfaction, focusing on results, generating enthusiasm and commitment, incorporating innovative ideas and supporting the goals of Human Resources and the FAA.

Shirley Watson worked quietly and professionally behind the scenes helping with the orientation of new employees.

Carolyn Smith emphasized customer satisfaction by processing an unusually large number of personnel actions within exceptionally tight timeframes.

Karen Phillips demonstrated exceptional performance as a "team player" by providing excellent, clear advice and assistance to the "Age 31" work group.

Parenting Discussion Group Scheduled

The Department of Transportation's Worklife Program has scheduled a discussion group for parents on Dec. 21. The topic for the group is "Understanding Yourself and Your Child." Come talk with other parents about parenting issues and learn about factors that may be affecting your child's behavior.

Also, discover your own parenting style and learn about yourself as a parent. The presentation will be held in the DOT Connection Conference Room, PL-402, at the Nassif Building, from noon until 1:15 p.m. For more information, contact Laura Harman at x66389, or Ginny Bachman at x77235.

Help Plan Black History Month Celebration

The Office of Civil Rights invites Headquarters employees to participate in planning for observance of Black History Month at Headquarters next February.

Employees interested in helping planning should cc:Mail Jessie Barksdale with their routing symbol and telephone extension. They will be notified of the time and location of the first planning meeting.

Contact Barksdale at x79926 for more information.

Out on the Tiles

The General Services Administration has begun installing floor tiles in the main corridors of the Headquarters Building. The project, which will be completed in mid-March, involves removing floor tiles that are original to the building. These tiles have trace amounts of asbestos material embedded in them. The GSA is employing a new, safe process that does not damage tiles during removal. The tiles are heated until the adhesive underneath is melted enough to pull up the entire tile.

The work area will be roped off and an industrial hygienist will be monitoring air samples during the removal to ensure no overexposure. During the installation process employees will be not be allowed access to rooms located in the designated work areas.

Employees will be given at least a two-week notification prior to work performance on each floor.

Contact Sarah Proctor at x77717, or Hazel Watkins at x78103 for further information.

Corrections: Information in the Nov. 23 issue of the *FAA Intercom* (p. 12, "Set Phasers on Stun") concerning the National Air and Space Museum's science fiction film series was incorrect. The films will be screened on consecutive Friday nights in January. The dates remain the same.

Also, Patricia Finley's last name in the Dec. 7 edition was misspelled (p. 12, "A Candle of Hope").

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